

Sanctuary
Students

Welcome to London

hello!

Alliance House





nice to meet you

Firstly, thank you for choosing Alliance House to call home this year; we want to ensure you get settled in as quickly and easily as possible.

Remember to keep this guide in a handy place in your room and we are here to help you and we hope your time with us is an enjoyable one.

If you have any questions or concerns about the residences during your stay, please get in touch with the on-site team. You can do this by popping to reception or giving them a call or sending an email.



T: 0300 123 5050

choose option 3 then option 1 then option 2

E: Alliance.House@sanctuary.co.uk

Reception opening hours: 8am-8pm, Monday to Friday

your space

Heating and hot water

Hot water is available 24 hours a day, 365 days a year. Please note at peak times (8am-10am and 6pm-8pm) the temperature may be affected. Please let us know if the water is too hot or cold for you.

Alliance House has underfloor heating, except for the Mission building, which is heated by radiators.





shared facilities

Reception

Reception is open Monday to Friday. The on-site team can be contacted by telephone and email.

T: 0300 123 5050 - choose option 3 then option 1 then option 2

E: Alliance.House@sanctuary.co.uk

You can also find us on Facebook.

Out of hours, reception is covered by security officers. Should you have any maintenance issues outside of our reception opening hours, you can report them to the security officers, however if it is an emergency please call the 24-hour site number.

Emergency T: 020 7288 8060

Internet

Wi-Fi is available throughout the building and you will also find an Ethernet connection point in your room.

Laundry

The laundry room is located on the lower ground floor in the Mission Building and is open 24-hours a day. Washing machines and tumble dryers are operated by either card or the app, with cards available from the machine in the laundry room. Information on how to top up your card or use the app can be found on display in the room.

If you have any problems with the laundry, please contact your on-site team. Alternatively, you can call the laundry company directly using the number displayed on the posters.

Please keep the laundry room clean and tidy and remove your laundry as soon as the cycle has finished so the machine is free for others to use.

Note: We cannot be responsible for any loss or damage to your laundry.





Post

Letters will be delivered to your flat mail box and parcels will be delivered to reception. We will notify you by email when a parcel arrives for you. Please remember to bring proof of ID when collecting parcels.

Please make sure the following details are included in your address when you are having mail sent to you.

Your name
Your flat and room number
Alliance House
44-45 Newington Green
London
N16 9QH

Bins and recycling

Recycling facilities are available on-site.

Glass, paper, card, tin and plastic can be placed in the recycling bin in the kitchen. Please make the most of these facilities and place everything in the appropriate containers.

Note: Ensure you only recycle clean, dry, grease-free items.

Everything else can be put in the bins located by the bin storage area.

Rubbish is collected every Monday, Wednesday and Friday.

Parking

Parking is only available for blue badge holders with prior written consent. We do not accept responsibility for loss or damage to vehicles or property when parked on-site. Please ask for information about alternative parking nearby.

Vending machines

Vending machines are available next to the reception area.

personal conduct

At least once a term we will inspect your bedroom, kitchen and bathroom facilities. There may also be bedroom inspections if the level of cleanliness is unacceptable, we will instruct agency cleaners to clean your flat and you and your flatmates will be responsible for covering the cost.

useful procedures

Call the 24-hour number below in an emergency such as major power failure or flooding.

Emergency T: 07484 547 014

Note: Please be aware that staff of all genders may attend. If you have any queries, please contact reception.





keys, safety and security

Keys

You have been issued with keys for your flat and room, please keep these with you at all times. If you lose your keys please contact reception straight away so we can replace them for you, there is a charge to cover the replacement and change of locks if required.

Look after your keys and never attach your address to them. If a member of staff sees a door unlocked, they will lock it.

fire safety

Fire drills

Fire alarms are tested every week, usually on a Wednesday afternoon. Fire drills are a legal requirement and are held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.



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www.sanctuary-students.com

Our offices are open: Monday - Friday, 9am-5pm



SanctuaryStudentsUK

Sanctuary Students is a trading name used by Sanctuary Student Homes Limited and Sanctuary Management Services Limited

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